



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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August 10, 2026

Mr. Joseph Papelian, Esq.  
Papelian Law Office, PLLC  
6 Woodward Heights  
Suite B  
Pleasant Ridge, MI 48069

NEF-109 rrr  
No. 11728806

Dear Mr. Papelian:

Thank you for the letter about [REDACTED] model year (MY) 2024 Toyota Corolla Cross vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. We regret any inconvenience our delay in responding may have caused you.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. The information you provided has been reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety-related defect trends that require our attention. NHTSA staff may follow up and contact vehicle owners if we require additional information. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update\\_112124\\_v1a\\_tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf)

To determine whether [REDACTED]'s vehicle has been recalled, NHTSA's free vehicle identification number (VIN) Look-Up Tool searches for open recalls via a direct connection to the manufacturer's database (<https://www.nhtsa.gov/recalls>). The VIN can be found on the door label, his insurance card, or the lower left corner of his windshield. Enter his 17-character VIN into the search box on our website above. If he has any open recalls, you will know immediately. If he received a recall notification from a manufacturer alerting him that the repair has been delayed due to a part availability issue and/or that the final remedy is still under development, we recommend that he contact the manufacturer or his local dealer for the latest status of the recall.

You can find information on motor vehicles or motor vehicle equipment on our Internet website at [www.nhtsa.gov](http://www.nhtsa.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Vehicle Safety Hotline at 888-327-4236.

A complaint regarding a service/repair problem, warranty issue, or request for reimbursement does not fall under our jurisdiction. If he has not done so, he may consider contacting his local Consumer Protection Agency or the Office of Attorney General in your State regarding his

problem(s) or request. He has certain rights under his state's lemon law. He may also ask his dealership for a meeting with the manufacturer's district manager regarding his problem or request.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](http://ftc.gov/complaint).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Finally, please have your client complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if he encounters a safety-related problem with a motor vehicle or motor vehicle equipment in the future. He can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A solid black rectangular box used to redact the signature of Randy Reid.

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement